

Infant Welfare Society of Chicago

Job Title:	Director of Quality Management	Job Category:	Administration
Department/Group:	General Administrative	Classification:	Exempt
Reports to:	CHAIO	Travel Required:	0%
Level/Salary Range:	78,000-105,000	Position Type:	Full time: 1FTE

Job Description

The Director of Quality Management is responsible for ensuring that data-driven performance management and quality improvement programs are designed and implemented in a manner that aligns with providing more effective and efficient care to patients and to maximize revenue as it relates to incentive programs via funding entities. Develops, trains, implements and reviews programs and strategies for quality improvement functions with the administrative and clinical leaders. Tracks and presents results of improvement efforts and ongoing measures of clinical processes and management.

Essential Functions

TO PERFORM THIS JOB SUCCESSFULLY, AN INDIVIDUAL MUST BE ABLE TO PERFORM EACH ESSENTIAL DUTY SATISFACTORILY. THE REQUIREMENTS LISTED BELOW ARE REPRESENTATIVE OF THE KNOWLEDGE, SKILL, AND/OR ABILITY REQUIRED. **Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.**

- In accordance with CDC guidelines, research and develop quality improvement programs to provide services that lead to better healthcare outcomes.
- Works and meets monthly with Quality committee to develop performance improvement programs that support long-term organizational goals.
- Develops, oversees and facilitate all clinical trainings and competency measurements.
- Leads the effort to develop the technology infrastructure needed to support quality improvement programs.
- Measures and evaluates data to determine the ultimate impact of the programs on the medical operations, the health of patients, and work closely with CFO regarding revenue implications.
- Develop and manage the Family Planning grant work and quality plan.
- Conducts quarterly quality assurance assessments.
- Oversees patient satisfaction survey results in correlation with improvement of quality care alongside Director of Operations.
- Oversees and manage the HEDIS measures for all Managed Care, HMO and PPO insurance.
- Meet on a monthly basis with all Manage Care quality staff in order to maximize the HEDIS quality and revenue for HEDIS. Provide monthly reports to C team.
- Oversees and manage the UDS measures. Provide monthly reports to the Board of Directors
- Responsible for developing methods for data collection and extracts data as required.
- Provides in-service training to non-provider staff in the area of quality improvement.
- Reviews QI tools and surveys and provides technical assistance to staff
- Coordinating tracking and reporting of clinical outcomes, and follow-up of corrective action plans.
- Develops and maintains a performance measurement work plan and reporting calendar to ensure timely data collection, aggregation, analysis, and reporting of established performance measures related to key operational and clinical processes and outcomes.

Infant Welfare Society of Chicago

- Collaborates with the Chief Medical Officer (CMO) in the investigation of clinical events including near misses, and significant adverse events; leads and/or participates in the development of root cause analyses as directed by the CMO.
- Lead and oversees the Joint Commission audit.

Other Duties

- Other responsibilities as assigned by the CMO and CHAIO

Qualifications and Education Requirements

- Minimum of a master’s in public health or Public Administration
- Minimum 2-3 yrs. relevant quality improvement in a healthcare facility, preferably with a federally qualified health center doing business in Illinois program experience
- Medical Coding experience
- Must demonstrate integrity, sound judgment, demonstrated leadership skills, and strong interpersonal skills. Must be able to approach staff about quality issues with tact and diplomacy.
- Experience working with disadvantaged populations helpful and knowledge of health disparities highly desired.
- Excellent oral and written communication skills needed; strong organizational ability required.
- Outstanding skills in data collection, analysis, and presentation. Experience in the use of spreadsheets (e.g. Excel) for QI-related data management and display
- Excellent communication and public speaking skills

Expected Hours of Work

Expected to work 8hrs daily. Hours may vary

Supervisory Responsibility

This position has no direct reports.

EEO Statement

IWS provides equal employment opportunity to all individuals regardless of their race, color, creed, religion, gender, age, sexual orientation, national origin, disability, veteran status, or any other characteristic protected by state, federal, or local law.

Reviewed By:		Date:	
Revised:			